



Most Improved System

Entry criteria and submission advice

CATEGORY SPECIFICS

This award recognises those operators and networks that have made the biggest steps forward over the last 12 months. This could be one major initiative or many smaller projects, and may be evidenced, for example, by investment in re-equipment and expansion, increased ridership figures, improved safety, efficiency or cost savings, higher customer satisfaction figures, reduced fare evasion or outstanding customer testimonials.

GENERAL

- > The Global Light Rail Awards are free to enter.
- > Entry submissions are preferred in digital PDF format, although can be supplied as printed copies.
- > Please include high-resolution photographs, diagrams and graphics to support your entry where applicable.
- > Award entries should be a minimum of 2 pages and a maximum of 10 pages.
- > Initiatives (including improvements to existing lines and systems) must have been implemented after July 2019.
- > Submissions of the same entry for more than one category are welcomed with additional cover sheets.
- > The strongest entries will convey results in a statistical manner and show how the results have been measured.
- > If the improvements provide a solution to an existing problem, make sure you describe the previous situation and highlight the subsequent positive changes
- > Testimonials are highly recommended, for example from passengers, clients or partner organisations.
- > Award entries will be accepted up to the deadline of **FRIDAY 7 AUGUST 2020**.
- > You will be informed if you've made the final shortlist.
- > The Judging Panel's decision is final and no correspondence will be entered into.

Awards categories will be judged based upon the following criteria:

- > Tangible impact
- > Innovation or thinking differently
- > Added value
- > Value for money
- > Teamwork and collaboration

2019 HONOURS

WINNER: Nottingham Express Transit

HIGHLY COMMENDED: Edinburgh Trams

